

	<h1 style="text-align: center;">Garner Police Department</h1> <h2 style="text-align: center;">Written Directive</h2>	
	Chapter: 800 - Patrol	
	Directive: 820.10 - Procedures for Missing Persons	
Authorized by: Chief Joe Binns		Effective Date: June 15, 2021
CALEA Standards: 41.2.5, 41.2.6 (6 th Edition)		

820.10.1 – Purpose

The purpose of this directive is to establish procedures for reporting and investigating missing persons.

820.10.2 – Policy (41.2.6)

It is the policy of the Department to investigate all missing person complaints occurring within our jurisdiction. Missing persons are considered a high priority. The guidelines in this directive have been established for reporting, investigating, entering/removing from the [National Crime Information Center \(NCIC\)](#), and/or conducting a search for a missing person(s).

820.10.3 – Initial Response/Preliminary Investigation (41.2.6)

- A. When a missing person has been reported, a patrol officer shall respond to the location of the complainant. The responding officer will be responsible for the following:
 1. Notifying the on-duty supervisor;
 2. Obtaining all pertinent information such as:
 - a. Physical description (age, sex, race, build, etc.) and photograph, if available,
 - b. Clothing description,
 - c. Circumstances surrounding the disappearance (mental subject, runaway, unknown nature), and
 - d. Location last seen.
 3. Determine if there is a history of this behavior; if there is:
 - a. Find out where the person was located the last time, and
 - b. Get a list of friends or locations the person frequents.
- B. Once this information is gathered, the officer shall:
 1. Disseminate it to all patrol personnel (via e-mail and/or BOLO), and
 2. Notify other agencies, by having the [Raleigh-Wake Emergency Communications Center \(RWECC\)](#) give out a broadcast.
- C. The officer may, depending on the circumstances of the incident, also:

1. Distribute flyers in the areas where the missing person frequents,
2. Distribute necessary information on the Garner Police Department website,
3. Distribute necessary information via Town of Garner and Department social media, and
4. Notify agencies outside Wake County via a DCI message.

820.10.4 – Entering/Removing Missing Persons from NCIC

- A. All [NCIC](#) entries and removals are completed by [RWECC](#) staff at the request of Department officers.
 1. After all the information has been gathered and disseminated, the primary or investigating officer will enter the missing person into NCIC as soon as possible.
 2. Officers shall document the NCIC entry and, if available, the NCIC number in their report.
- B. Once the missing person has been located, it will be the responsibility of the officer documenting the missing person's return to remove the person's information from NCIC.
 1. Officers must indicate their request for removal from NCIC in the report or supplement.
 2. The officer shall also include the date and time they requested the removal and the name of the telecommunicator they spoke with.

820.10.5 – Follow-up Investigation (41.2.6)

- A. Generally, missing persons are assigned to an investigator if the patrol officer has not located the person by the end of his/her tour of duty.
 1. The officer or investigator assigned to the case shall contact the complainant on a recurring basis to keep them updated and to see if any new information has developed.
 2. The investigator / investigating officer shall reassure the complainant that missing persons are a high priority and advise them of the efforts being made to locate the person.
- B. The investigating officer / investigator will make a reasonable effort to follow-up all leads which may reveal the whereabouts of the missing person. The Operations Captain will determine whether or not to allow an investigator to follow-up leads which involve out-of-state travel or other unusual expenses (See also [GPD directive 840.01 - Criminal Investigations](#)).
- C. Once located, the investigating officer / investigator should attempt to identify what caused the person to be missing in order to prevent a reoccurrence of the situation.
- D. The following are suggestions of other resources that officers and investigators may use when dealing with the following types of runaways:
 1. Runaways (Juveniles): [Juvenile Intake and Counseling](#), [Department of Social Services](#), and [Wake County Mental Health](#);
 2. Walk-Offs (Elderly/Mentally ill): Rest Homes (check their security), [Department of Social Services](#), [Wake County Mental Health](#), and personal physicians; and
 3. Substance Abusers: [Wake County Alcohol Treatment Center](#), [Wake County Mental Health](#), private and state hospitals.

820.10.6 – Searches

- A. The Department provides guidelines for conducting searches under the Wake County Incident Command Procedures. These procedures apply when:
 - 1. The search will involve more personnel than are currently on duty;
 - 2. The duration of the search will be longer than one hour; and
 - 3. The search involves agencies other than the Department.
- B. The on-duty supervisor will determine the need to initiate the Incident Command Protocol as outlined in [GPD Directive 810.06, Incident Command System](#).

820.10.7 – Juveniles

In addition to the procedures outlined in this directive, special procedures to deal specifically with runaway juveniles have been established and are outlined in [GPD directive 840.05 - Juvenile Operations](#).

820.10.8 – Abductions / Amber Alert (41.2.6)

- A. In the event an officer responds to a call for service involving an abducted/endangered child, a decision must be made as soon as possible if the situation warrants an [Amber Alert Notification](#).
- B. Amber Alert activation criteria:
 - 1. The child is 17 years of age or younger;
 - 2. The child is believed:
 - a. To have been abducted, or
 - b. To be in danger of death or injury;
 - 3. The abductor is not known or suspected to be a parent of the child, unless the child's life is suspected to be in danger of injury or death;
 - 4. The child is not believed to be a runaway or voluntarily missing; and
 - 5. The abduction has been reported to and investigated by a law enforcement agency.
- C. If the officer believes the situation meets the [criteria for an Amber Alert](#), he/she must immediately notify the on-duty supervisor. The on-duty supervisor will be responsible for:
 - 1. Notifying the on-call Watch Commander;
 - 2. Making a joint determination as to the necessity of issuing an Amber Alert;
 - 3. If an alert is justified, ensuring the proper [Amber Alert Notification forms](#) are completed and sent to the [North Carolina Center for Missing Persons](#) per their policy; and
 - 4. Establishing a 24-hour attended phone number.

820.10.9 – At Risk or Critical Missing Persons (41.2.5)

- A. The following are considered missing persons who are at a high risk of being injured or dying if not located promptly:
 - 1. Children under the age of twelve (12),
 - 2. Elderly,
 - 3. Residents of rest homes, nursing homes, or other healthcare facilities, and
 - 4. Mentally ill persons (severely impaired or deemed dangerous to themselves or others).
- B. In the event of an "At-Risk" or "Critical" missing person, the following shall take place:
 - 1. The initial responding officer shall determine if the missing person fits the criteria for an "At-Risk" or "Critical" missing person.
 - 2. If yes, the responding officer shall notify the on-duty supervisor.
 - 3. The on-duty supervisor shall notify the Watch Commander.
 - 4. The Watch Commander shall decide on a plan of action.
- C. In the event an officer responds to a call for service involving an individual that suffers from dementia or other cognitive impairment, a decision must be made as soon as possible if the situation warrants an [Silver Alert Notification](#).
- D. Silver Alert activation criteria:
 - 1. The person is believed to be missing;
 - 2. The person is believed to be suffering from dementia, Alzheimer's disease, or a disability that requires them to be protected from potential abuse or other physical harm, neglect, or exploitation;
 - 3. A legal custodian of the missing person has submitted a missing person's report to the local law enforcement agency where the person went missing;
 - 4. A law enforcement agency has investigated and reported the incident to the North Carolina Center for Missing Persons.
- E. If the officer believes the situation meets the [criteria for a Silver Alert](#), he/she must immediately notify the on-duty supervisor. The on-duty supervisor will be responsible for:
 - 1. Notifying the on-call Watch Commander;
 - 2. Making a joint determination as to the necessity of issuing an Silver Alert;
 - 3. If an alert is justified, ensuring the proper [Silver Alert Notification forms](#) are completed and sent to the [North Carolina Center for Missing Persons](#) per their policy; and
 - 4. Establishing a 24-hour attended phone number.

- D. The totality of circumstances shall be considered in each case. Response will vary based upon the circumstances. Refer to [GPD directive 810.09 - Search and Rescue](#) for more details on plans and response.
- E. Additional information to assist Department personnel in handling missing persons cases is available in [900-N Resource Links and Contact Numbers for handling Missing Persons Cases](#).